

SENIOR CUSTOMER SERVICES REPRESENTATIVE (0910)

EEO CATEGORY: Office/Clerical

EXEMPT STATUS: Non-Exempt

CIVIL SERVICE CATEGORY: General (4A)

SALARY RANGE: \$19,932 - \$27,900

JOB SUMMARY:

Under general supervision, is responsible for coordinating customer service activities involving the handling of requests and/or complaints regarding City services. May exercise functional supervision over Customer Services Representatives.

ESSENTIAL JOB FUNCTIONS:

1. Directs work of and acts as lead for Customer Services Representatives, provides technical direction, and trains personnel in procedures for providing citizens with information regarding City services, functions, etc.
2. Answers inquiries regarding City services, functions, etc. and responds to complaints.
3. Compiles and prepares reports.
4. Organizes and maintains filing system and database.
5. Performs related duties and fulfills responsibilities as required.

DEPARTMENT SPECIFIC JOB FUNCTIONS

Information Services: Assists network services users and vendors with data communication inquiries.

EDUCATION AND EXPERIENCE:

1. Graduation from high school or a General Education Development (GED) Certificate.
2. Two (2) years of experience dealing with the public servicing client/customer requests.

LICENSES OR CERTIFICATES:

1. Valid Class "C" Texas Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of modern office practices and procedures.
2. Skill in operating a personal computer and utilizing rudimentary software.
3. Ability to compile and prepare clear and concise reports.
4. Ability to establish and maintain effective working relationships with co-workers, supervisors, and the general public.
5. Ability to respond to inquiries, complaints, and requests.
6. Ability to communicate clearly and effectively, both verbally and in writing.
7. Ability to supervise employees.

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PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to sitting, standing, and walking to perform the essential functions. Working conditions are primarily inside an office environment.

This class specification is not an employment agreement or contract. Management has the exclusive right to alter this class specification at any time without notice.

REVISED: March 1999